



<b>Job title</b>	<i>Service Coordinator I</i>
<b>Reports to</b>	<i>Director of Birth to Three Services</i>
<b>Fair Labor Standards Status</b>	<i>Exempt</i>

### **Job purpose**

The Service Coordinator I is responsible for coordinating a caseload of assigned children with various needs. The Service Coordinator will help to improve the quality of life for the families we serve by increasing access to services and facilitating families' participation in programs that enhance their child's physical, social, and mental well-being. This position participates as a member of the interdisciplinary team to deliver individualized services to families. The Service Coordinator reports to the Director of Birth to Three Services.

### **Working relationships**

Agency Staff  
Families  
Volunteers  
Community professionals  
General public

### **Prime functions**

*Work as a member of a team including parents, therapists and teachers to support the family in accomplishing the goals identified on the child's Individual Family Service Plan (IFSP):*

- Provide intensive family support services concerning their frustrations, concerns and needs.
- Coordinate the assessment process to determine child's eligibility for the program.
- Schedule, facilitate and participate in the development, review and evaluation of the IFSP with all members of the team.
- Schedule home visits as necessary and appropriate to provide services.
- Provide monthly contact to all families on your caseload to facilitate communication.
- Assist family in identifying available service providers for the family.
- Facilitate access to services and coordinate and monitor the timely provision of services
- Inform parents of the availability of advocacy services.
- Record activities with family/ team on a daily basis.
- Update PPS regularly to accurately reflect child's services.
- Work with team members in a cooperative manner.
- Ensure timely communication to members of team on all issues concerning the child/family.
- Treat families of all races, religions, backgrounds and cultures with respect and consideration.
- Encourage families to participate in their child's programming.
- Meets Department productivity requirements.

*Coordinate services for family with other agency/community professionals:*

- Coordinate with medical and other health care provider
- Locate social services and community resources as needed for the family

- Facilitate the development of transition plans by inviting families to transition planning meetings and preparing necessary paperwork for referrals.
- Facilitate timely transition to the LEA.
- Attend Individual Education Plan meetings as advocate for the family

*Follow agency policies and requirements for Medicaid, Childcare, Accreditation, and Birth to Three standards:*

- Follow personnel policies
- Meet state requirements for in-service training and continuing education.
- Maintain prompt hours/notify supervisor of illness/absence.
- Become familiar with licensing and Medicaid rules
- Identify and participate in continuing education for ongoing learning.
- Provide in-services to the Penfield staff as assigned.
- Become familiar with emergency procedures and be able to calmly apply them

*Assist the agency as needed:*

- Perform all other duties as assigned
- Encouraged to volunteer 4 hours of time per year to a Penfield activity

*Qualifications*

- Bachelors Degree in Social Work, or related field
- Current Wisconsin Social Work License preferred
- Four years of work experience coordinating services and providing case management services in a birth to three agency; or an equivalent combination of academic preparation and experience
- Ability to work independently.
- Knowledge of available community resources.
- Knowledge of normal child development
- Knowledge and skills within specialty areas.
- Creativity, flexibility and excellent communication and interpersonal relationship skills.
- Ability to work with diverse populations
- Identify and enhance family strengths
- Excellent organizational skills and attention to detail
- Excellent communication skills – written and oral.
- Efficient and accurate typing skills
- Computer literacy required: efficiency in Microsoft office. Ability to learn new programs
- Flexibility, able to manage multiple tasks
- Bilingual Spanish/English verbal and written skills preferred
- Ability to lift or move objects of 50 lbs. or less on a daily basis.
- Must have sufficient mobility to move- including bend, stoop, reach, lift and grasp.
- Meeting vaccine standards as outlined in Bloodborne Pathogens Exposure control plan
- Valid Wisconsin driver's license and access to an insured vehicle during working hours

**Performance criteria**

- Organizational development , foster a culture of high performance, accountability and teamwork
- Financial Stability, maximizing organizational efficiencies through productivity and program improvements.
- Quality Improvements through Data Analytics, implement electronic client records system
- Community Engagement, execute communication and outreach plan for awareness and position Penfield as a leader in the field

Penfield Children's Center is an Equal Opportunity Employer.